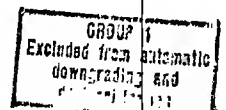


Changes Implemented in the Clerical Staffing Branch
Since June 1970

1. Agency standards for employment of clerical personnel were strengthened in mid-1970 to screen out individuals who predictably could not meet Agency standards after entering on duty. Specifically, recruiters were advised of clearly defined typing and shorthand speed requirements as well as clerical aptitude test battery requirements.
2. Since 7 December 1970, no clerical employees have entered on duty in a provisionally cleared status although we continued to request provisional clearances from Security. Deferring the entrance-on-duty of the applicant until the applicant was fully cleared subject to polygraph and medical examination did not result in any measurable increase in cancellations by the applicant while in process.
3. EOD processing has been improved and refined to reduce formal briefing time to new clericals from three days to two days as part of a design to move new clericals through the TAS and to their assignments in minimum time. This reduction resulted in making an additional day available for medical examinations and security interviews during the first week of employment. Currently, we are planning to further reduce the two-day briefing to one day. All medical and security interviews are now scheduled during the employee's first week on duty. Time spent in the TAS has been reduced from an average of 9.6 to 3.4 weeks.

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4. Local applicants (within 50 miles) are now given pre-employment medical and security interviews. This action screens out early those who would later have been disqualified by Medics or Security, and for those who do enter on duty it results in their being rapidly processed and assigned to jobs.

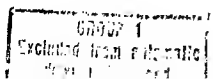
5. Move of Chief, CSB office from seventh to third floor in the Ames Building to space contiguous to the TAS has resulted in better utilization of personnel, improved management and supervision.

6. In November 1970, initiated a program of conducting pre-exit interviews for clerical resignees at the GS-06 and below level. Feedback produced by these pre-exit interviews has been disseminated to operating components throughout the organization and has improved our knowledge of the reasons for clerical attrition.

7. Initiation of clerical follow-up interviews is scheduled for mid-February. Heretofore, OP has not conducted follow-up interviews for clericals. Interview at the ninth month after EOD should enable us to identify clerical placement problems before they become part of attrition statistics.

8. Use of Evangeline Residence (Salvation Army) for female EOD's and the YMCA for males in the District instead of McLean Gardens. (Travel to both Langley and Rosslyn from these residences is more

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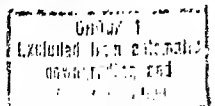
convenient because only one bus line is utilized; to get to and from McLean Gardens, two buses are required.) All comments from new employees have been good.

9. A new format was developed in 1971 for Agency components to submit their clerical requirements to CSB on a monthly basis. This form has assisted considerably in getting the right person not only in the right job but the right slot. A brief job description is included in the form.

10. New EOD's write a "Who Am I" essay which is used in connection with their placement. This has been of great value to CSB. It has surfaced the employee's special interests as well as potential medical/security problems.

11. Costs of operating the Temporary Assignment Section have been appreciably reduced as a consequence of shortening the length of time which clerical employees spend in the Temporary Assignment Section and as a consequence of the lower average employment in the Temporary Assignment Section. During the past four years, the total number of clerical positions in the Agency has declined by approximately 500 positions. This reduction in total requirements has enabled the Clerical Staffing Branch to continue to meet Agency requirements even though the average number of employees on duty in the Temporary Assignment Section is considerably lower than it has been in the past.

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	<u>Group I</u> <u>1969</u>	<u>Group II</u> <u>1970</u>	<u>Group III</u> <u>1972</u>
Number Placed in Process	Undt	36	17
Number Entered on Duty	17	11	8
Number Completed Training	14	6	6
Number Still on Duty	10	6	6

All of the Upward Mobility candidates entered on duty at the GS-02 level. Of those in Group I who are still on board, half have been promoted to GS-04 and half have been promoted to GS-05. Of those on duty in Group II, five have been promoted to GS-03 and one has been promoted to GS-04. Of those in Group III, four have been promoted to GS-03 and two are still at the GS-02 level.

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